



MENZIES
AVIATION

People. Passion. Pride.

Since 1833.

Company overview 2025





Your trusted aviation partner

We strive to deliver exceptional aviation services that redefine efficiency, reliability, and passenger experience.

Our team of 65,000 highly skilled people, keep airlines and airports operating smoothly across six continents.

We support our customers with passion, pride, and purpose – every hour, every day.

We keep the world moving – safely, securely, and sustainably.

We are Menzies Aviation.



Unrivalled global scale

Our global coverage provides consistently high standards in safety, sustainability and customer experience.



350
airports



65
countries



600
customers globally



65k
employees



6
continents

4.8m
flights served



250m
passengers served



1.5m
aircraft turns



3.3m
fuel turns

**People.
Passion.
Pride.**



**People.
Passion.
Pride.**



2.8m
lounge guests



**People.
Passion.
Pride.**



2.4m
cargo tonnes

Our global network

65


countries

350

airports

65k

employees

 Search our
airport pages
for more detail

Americas

189

airports

Europe

82

airports

MEAA

53

airports

OSEA

28

airports

We go further

For aviation, for you, for your customers.

At Menzies Aviation, we go further to deliver the confidence, care and consistency the aviation industry relies on. From ground handling and fuelling to cargo and executive services, we set the benchmark for safety, sustainability and performance.

Elevating standards across the world

- Setting global standards for world-class service.
- ESG leaders – first with SBTi targets.
- Industry-leading safety, training, and performance.
- Innovation that enhances value and service.
- Trusted partner for sustainable, consistent operations.

Putting your success first

- Independent partner focused on your success.
- Fast, agile decisions to keep your business on track.
- Deep expertise that delivers measurable results.
- Stable ownership and strong reinvestment.
- Global reach and resilience wherever you operate.

Creating seamless experiences

- Creating passenger experiences that add value.
- Consistent, high-quality service at every touchpoint.
- Delivering experiences fully aligned with your brand promise.
- Acting as one with your team for a unified approach.
- Anticipating and meeting customer needs.

Wherever you go, we go further – with you, for your customers.



Proudly ambitious

Our ambition: to be the undisputed No.1 aviation services provider in the world.

Our strategy guides our decision-making and long-term growth. Each pillar reflects our commitment to delivering value for customers, employees, our shareholder and partners, while driving performance, innovation, sustainability, and operational excellence.

Our strategic pillars



Optimised portfolio mix

Curate an optimum portfolio mix of customers and services to drive sustainable growth and strong returns. With financial discipline and a flexible approach, we balance organic and inorganic growth, always with a sharp focus on long-term value.



Customer orientated

We're more than a provider; we're a strategic partner invested in your success. By understanding your goals, we help you elevate your brand and deliver a seamless experience at every touchpoint. What's more, we pride ourselves on being easy to do business with. We are accessible, open, and always aligned with your priorities.



People centric

Our people make the difference. We invest in a diverse, passionate team, equipped with industry-leading training to deliver safe and secure services. Our people focus on the little things that make a big difference.



Sustainable growth

We're expanding our global footprint responsibly, leading the industry with SBTi-approved net-zero targets and ESG integrated into everything we do.



Margin improvement

We deliver performance through operational excellence, being financially disciplined, and optimising our portfolio. We create globally consistent experiences that drive efficiency, satisfaction, and long-term value.

Passionate about aviation

With a stable and experienced leadership team and a clear strategic direction, we are well positioned to take Menzies to the next level.

Our leadership brings deep industry knowledge and a breadth of expertise, driving strong operational and business performance. By embedding a customer-centric culture across the business, they are focused on making us the provider of choice for our customers.



John Geddes

Chief Governance
& Sustainability Officer
& Company Secretary



Alvaro Gomez-Reino

Chief Financial
Officer



Philipp Joeinig

Group Chief
Executive Officer



Hassan El-Houry

Executive
Chairman



Juliet Thomson

Chief People
Officer



Mervyn Walker

Special Advisor
to the CEO



Unrivalled aviation services

We proudly partner with 600+ customers worldwide, delivering trusted, complex, time-critical aviation services.

Our extensive global footprint enables us to meet diverse and evolving customer needs with precision and reliability across the globe from arrival to departure.

Supported by a team of over 65,000 highly trained people, we provide ground services, including passenger, lounge and ramp services; air cargo services, including handling, warehousing and wholesale freight forwarding; and fuel services, including fuel farm management and into-plane fuelling.



Ground services



Air cargo services



Fuel services



Executive services



Freight forwarding



Ground services



From aircraft and baggage handling to ramp services and passenger assistance, every passenger journey includes multiple seen and unseen interactions with our dedicated teams. We operate seamlessly behind the scenes, always striving to deliver a safe, trusted, and world-class passenger experience.

By securing new and expanded ground handling licenses and enhancing our presence across key airports worldwide, we're reinforcing our role as a dependable extension of our airline and airport partners.

Our ongoing investment in service excellence and operational reliability underpins our mission to provide time-critical comprehensive ground services, ensuring efficient and on schedule operations for airlines, cargo and passengers alike.

Ramp handling
and baggage

De-icing

Passenger services

Cabin presentation

Passenger assistance

Customer relations

250m

passengers served in 2024

1.5m

aircraft turns in 2024



Air cargo services



We manage the global transportation of high value and time critical cargo, offering efficient, reliable and secure solutions for the transportation of goods across airports worldwide.

With decades of experience, supported by cost-effective and innovative logistics solutions, we are trusted to provide a reliable and secure service, ensuring our customers' cargo reaches its destination on time and in perfect condition.

Our position as a global leader in the air cargo sector continues to strengthen as we enhance operational efficiency through advanced technology, sustainability initiatives, and investment in state-of-the-art facilities.

We are well-positioned to meet the evolving demands of the air cargo industry, delivering exceptional service worldwide.

Cargo handling

Special cargo

Freighter handling

Powered by MACH:
Menzies Aviation Cargo
Handling, our cargo
management system

2.4m

cargo tonnes handled in 2024

74

air cargo warehouses

85

freighter handling locations



Fuel services



We are the world's largest independent aviation fuel services provider.

We deliver fuel farm management and into-plane fuelling services across multiple continents, supporting the world's largest fuel suppliers, airlines and airports. Managing the refuelling of aircraft and the complex infrastructure required to support this service is a high-precision operation governed by rigorous safety, environmental and industry regulations.

Our dedication to maintaining the highest safety and environmental standards ensures reliable, high-quality services for our customers, no matter where they operate. Through continual investment and operational excellence, we remain poised to meet the challenges of this dynamic market and support the aviation sector worldwide.

Fuel storage and hydrant management

Into-plane fuelling

Sustainable Aviation Fuel expertise

3.3m

fuel turns in 2024

39.7bn

litres fuelled in 2024



Executive services



We're proud to offer luxury travel support globally under our Pearl Elevated Travel brand. Our Pearl lounges welcome guests of the world's leading airlines and membership programme partners, providing premium amenities, concierge assistance, and priority access to check-in, security, and passport control.

Our executive services portfolio expanded significantly with the launch of Pearl Executive Aviation – an independent, brand delivering top tier ground handling services for private jets, VIP passengers, and crews at Fixed Based Operator locations, ensuring the highest standards of safety, security, and customer service.

This expansion reflects a pivotal step into the premium segment of the aviation industry, highlighting our commitment to innovation and excellence. Together, these offerings create seamless, sophisticated travel experiences that uphold our dedication to luxury, efficiency, and personalised care for every traveller.

Pearl Lounges

Pearl Meet & Assist

Pearl Executive Aviation

2.8m

lounge guests in 2024

56

lounges

28

FBO locations

PEARL[^]
ELEVATED TRAVEL



Air Menzies International

Freight forwarding



Air Menzies International is a global leader in air freight and logistics services. With a network spanning key trade routes and major cargo hubs worldwide, AMI provides reliable, efficient, and secure freight forwarding solutions to the international air cargo industry.

Our expertise includes export and import handling, customs clearance, and time-critical shipments. Through our advanced digital platform and strategic partnerships, we ensure seamless end-to-end service for freight forwarders, airlines, and logistics providers.

Committed to operational excellence and customer satisfaction, AMI sets the standard for dependable and innovative air cargo logistics.

Air export and imports

Cross-trade

Express shipments

Screening

Warehousing

e-Commerce

27

locations

350k

freight forwarding
shipments per year



AIR MENZIES INTERNATIONAL
People. Passion. Pride.



We are Menzies

Our people are essential to our success. From the moment they join us, we are committed to supporting and investing in their growth so they can reach their full potential.

We are proud to be a global team that reflects the diversity of the communities we operate within. We promote equal opportunities and foster an inclusive culture where everyone feels respected, valued, and heard.

125+

employees completed Women in Leadership programme

2k

lead agents, supervisors and duty managers have completed our Ready to Lead programme

6m

training hours logged in 2024



Living our values

Our culture is built on integrity, inclusivity, and a relentless focus on safety. We foster a diverse, collaborative environment where our people are empowered to grow, contribute, and deliver exceptional service every day.

Our values guide everything we do and ensure we remain a trusted partner to our customers and communities.



Customer Focus

We deliver the best service for our customers and create relationships built on trust.



Safety & Security

Safety & Security always comes first, that's why we never compromise.



Agility

Every day is different; we have the energy and expertise to respond successfully to any situation.



Teamwork

Building relationships with those around us makes us all stronger and more successful.



Sustainability

We embrace sustainable business practices and strive for a net-zero future to build resilience and prosperity for all.



Integrity

We're open and honest in all we say and do, creating trust, and growing our reputation for high standards.

Our Code of Conduct

Our Code of Conduct sets clear principles and standards that guide every decision and action at Menzies. It defines the behaviour expected from every employee, at every level, ensuring we all act with honesty, integrity, and respect. The Code is more than a document – it is the foundation of our culture and key to protecting our reputation and operations.



Safety first, always.

Menzies leads the industry in safety management. The safety and security of our operations and our people is our number one priority.

We're proud to outperform the industry average for ground handling aircraft damage, and we have made our workplace safer for our people by reducing personal injuries since 2022.

We are fully aligned to the IATA ground handling and cargo standards.

Our Goals

Zero injuries

Increasing hazard and near miss reporting using frictionless reporting.

Zero damage

Engage employees through our MORSE culture and continually promote our Golden Rules.

First-class safety culture

Continue to embed our MORSE code and charter across our network to create a positive safety culture, with a focus on monitoring, improving supervision and oversight.

100%

employees covered by our Safety Management System

95%

of employees say they value their safety and the safety of co-workers and customers

96%

global training compliance

59%

reduction in personal injuries since 2022

MORSE
MENZIES OPERATING
RESPONSIBLY SAFELY EFFECTIVELY

MORSE is embedded in our DNA, fostering a strong safety culture committed to achieving zero injuries and zero damage.





We are All In

Our All In strategy for a fair and sustainable future is rooted in a deep commitment to our customers and the communities we operate in.

As a global leader, we're not just advancing our own goals, we're helping our customers achieve theirs. By harnessing the collective strengths of our global team, airline customers and airport partners, we're delivering aviation services that are not only high-quality and sustainable, but also tailored to support our shared operational goals, growth ambitions, and environmental commitments.

Our commitment to sustainability is embedded in everything we do, offering our partners a clear advantage in meeting their environmental targets, navigating evolving regulations, and enhancing operational efficiency.

Our All In strategy is the cornerstone of how we operate, ensuring that we are fully invested, fully responsible, and fully engaged in delivering the best outcomes for our people, our customers, and the communities we serve worldwide. Our sustainability leadership empowers our customers to lead in their own right, with confidence, credibility, and a shared commitment to a better future.



Our Goals

Net-Zero

by 2045 – approved by the Science Based Targets initiative

25%

electric GSE by 2025

10%

paper reduction in 2025

Zero

cargo waste to landfill by 2026

1%

employees recruited from refugees by 2026

25%

females in senior leadership by 2025 – achieved

40%

females in middle leadership by 2033

**Read our 2024
Sustainability
Report**





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Since 1833.

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